



# The Journal

Vol. 27

No. 8

[www.cnic.navy.mil/bethesda/](http://www.cnic.navy.mil/bethesda/)

February 26, 2015

## Newly Appointed SECDEF Visits NSAB, Shows Support

By Mass Communication Specialist 2nd Class Brandon Williams-Church  
NSAB Public Affairs staff writer

The newly appointed Secretary of Defense (SECDEF), Dr. Ashton Carter, recently paid a visit to staff and patrons onboard Naval Support Activity Bethesda (NSAB) Feb. 19.

Appointed to his new position only two days before his visit, SECDEF took time out of his busy schedule to speak with workers from the deck-plates.

Upon his arrival to Tranquility Hall, SECDEF greeted NSAB Commanding Officer Capt. David A. Bitonti with a handshake and a friendly hug.

When SECDEF spoke with the staff, it was as if two close friends were conversing about past anecdotes.

He laughed, shared his wisdom and listened to what each person had to say to him.

Before his departure, SECDEF said a few words to open a function held by the Warrior Transition Brigade in the Warrior Café. He thanked each service member, past and present, for their service to their country and for making



**Secretary of Defense (SECDEF) Dr. Ashton Carter (left) speaks with Naval Support Activity Bethesda Commanding Officer Capt. David A. Bitonti (middle) and his wife Lisa in Tranquility Hall Feb. 19.**

that sacrifice to protect the country.

His words were an extension of his personal message to all Department of Defense personnel, which read, "I am honored to become your secretary of defense. I am proud to lead men and women who devote their lives to the highest calling - the defense of our nation ... we live in challenging times - times that demand leadership and focus ... but as we tackle the many threats to our national security, we must never lose sight of our Nation's enduring strengths - or of the opportunities to make a brighter future and better world for our children. The



Photos by Mass Communication Specialist 2nd Class Brandon Williams-Church

**SECDEF Dr. Ashton Carter shares a laugh with service members in Tranquility Hall Feb. 19.**

United States remains the strongest and most resilient nation on earth. Because of you, we have the finest fighting force the world has ever known. We have friends and allies in every corner of the

world, while our adversaries have few. We have long possessed the world's most dynamic and innovative economy, and our values, principles and leadership continue to inspire hope and progress around

the world ... I look forward to leading and serving alongside you at this extraordinary moment in our Nation's history. May God bless you and your families, and may God bless America."

## NSAB Navy Gateway Inns & Suites Opens March 1, Now Taking Reservations

Official Department of Defense (DOD) travelers will soon have a new home away from home aboard Naval Support Activity Bethesda (NSAB) when its new Navy Gateway Inns & Suites (NGIS) opens March 1.

"Navy Gateway Inns & Suites is proud to join the NSA Bethesda team on March 1," said NSAB NGIS General

Manager, Lynn Lawrence. "We stand ready to provide quality, affordable lodging and hospitality services to our community."

Lawrence explained that NGIS is the priority-one official government lodging for DOD travelers.

NSAB's NGIS is located on Taylor Road, across from the United Services Organization

(USO) and is now accepting reservations for arrivals beginning March 1.

"We welcome you to stop by Building 64 and visit our outstanding facility," Lawrence concluded. "Let us help you save travel dollars and meet your fiscal and mission goals!"

For more information, go to [www.dodlodging.net](http://www.dodlodging.net) or call 1-877-NAVY-BED (628-9233).

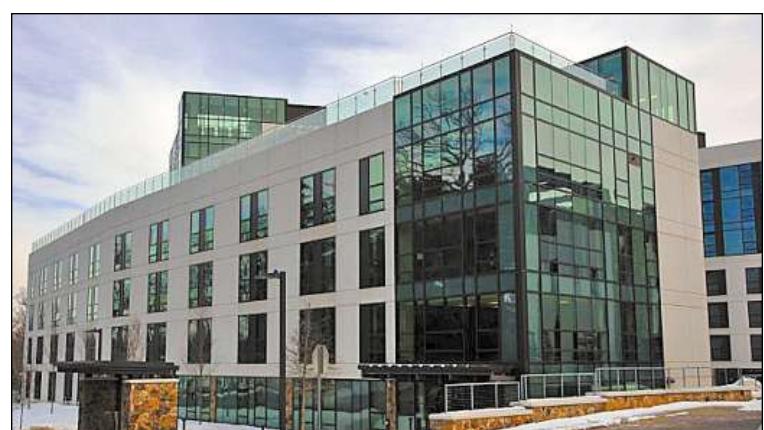


Photo by Mass Communication Specialist 2nd Class Brandon Williams-Church

**Naval Support Activity Bethesda Navy Gateway Inns & Suites (Bldg. 64) opens March 1 and is now taking reservations.**

# Commander's Column

USU's Daniel K. Inouye Graduate School of Nursing (GSN), was established in 1993 with the Family Nurse Practitioner program and three matriculants. Now, 20 years later, the school has a student body of more than 150 uniformed and federal nurses pursuing one of six degree program options – a Ph.D. in nursing science, a Master of Science in Nursing for clinical nurse specialists, or a Doctor of Nursing Practice with specialty tracks for nurse anesthetists or family nurse, women's health or psychiatric mental health nurse practitioners.

In January, following a national search, I selected Dr. Carol Romano as the new dean of the GSN, succeeding Dr. Ada Sue Hinshaw, who retired last summer. Dr. Romano is an outstanding nurse leader, academician, scholar and health care provider whose distinguished career is featured in an article on the pages to follow. She oversees a dedicated and talented faculty whose expertise spans a wide range of scholarship and inspires students on a daily basis.

The GSN faculty embraces inter-professional collaboration with their medical and dental school colleagues, and constantly seeks out opportunities to enhance the readiness, quality and safety of health and health care delivery for the warriors and families whom they serve. The faculty demonstrates professional leadership and excellence, as evidenced by the number of accolades, awards and honors they routinely earn.

For example, GSN professor Dr. Christine Kasper, who also serves as a nurse scientist with the Department of Veterans Affairs, was just selected for induction into the International Nurse Researcher Hall of Fame by the international nursing honor society, Sigma Theta Tau International. Dean Romano and Air Force Col. Marla DeJong, who serves as the GSN's interim associate dean for Research, were both recently named recipients of the University of Maryland School of Nursing's Visionary Pioneer Award for their distinctive leadership, innovation and service in the field of nursing and health care.

Dr. Diane Seibert, GSN's interim associate dean for academic affairs, received the 2014 Education Founders Award from the International Society of



Nurses in Genetics for her leadership in genetic/genomic nursing and health care. Dr. Laura A. Taylor, associate professor, was inducted as a Fellow in the Academy of Nurse Educators of the National League for Nursing; Linda J. Wanzer, associate professor and program chair/director of the GSN's Adult-Gerontology Clinical Nurse Specialist program, was selected to serve on the Board of Directors for the Competency & Credentialing Institute.

GSN alumni achieve a level of competence and professionalism that far exceed professional standards and are distinguished by their focus on advocacy, patient care and their understanding of population health, health economics, and organizational and system leadership. They benefit from a practice and evidence-based curriculum that emphasizes operational medicine, health conditions unique to federal and military beneficiaries and families, military and healthcare leadership and global health. Recently, GSN graduates have been involved in efforts across the federal system to stem the Ebola outbreak. PHS Capt. Lynne Slepiski, a 2005 Ph.D. graduate who works for the Department of Homeland Security, was detailed to work with the Department of Transportation on their Ebola response efforts, while Cmdr. Stephanie Bardack, who earned her PhD from the GSN in 2012, is currently in Liberia with the U.S. Public Health Service mobile medical unit, deployed from her position in the Department of Health and Human Services, and will shortly be joined by her USU classmate, Dr. Ann Peterson, with the National Institutes of Health. Family Nurse Practitioner program alumna (2001), PHS Capt. Susan Ortega, just returned from Liberia where she served as the advance person for setting up Ebola-related NIH research studies.

I'm proud of the many important contributions made by the GSN faculty, students, and alumni, not only here at the University and on this base, but also to our service members and their families, the Military Health System, the nation and to the world.

**Dr. Charles L. Rice**  
President, Uniformed Services  
University of the Health Sciences

Published by offset every Thursday by Comprint Military Publications, 9030 Comprint Court, Gaithersburg, Md. 20877, a private firm in no way connected with the U.S. Navy, under exclusive written contract with Naval Support Activity Bethesda, Md. This commercial enterprise newspaper is an authorized publication for members of the military services. Contents of The Journal are not necessarily the official views of, nor endorsed by, the U.S. Government, the Department of Defense, or the Department of Navy. The appearance of advertising in this publication, including inserts or supplements, does not constitute endorsement by the Department of Defense or Comprint, Inc., of the products or services advertised. Everything advertised in this publication shall be made available for purchase, use or patronage without regard to race, color,



religion, sex, national origin, age, marital status, physical handicap, political affiliation or any other non-merit factor of the purchaser, user, or patron. Editorial content is edited, prepared and provided by the Public Affairs Office, Naval Support Activity Bethesda, Md. News copy should be submitted to the Public Affairs Office, Building 17, first floor, across from PSD, by noon one week preceding the desired publication date. News items are welcomed from all installation sources. Inquiries about news copy will be answered by calling 301-295-1803. Commercial advertising should be placed with the publisher by calling 301-921-2800. Publisher's advertising offices are located at 9030 Comprint Court, Gaithersburg, Md. 20877. Classified ads can be placed by calling 301-670-1700.

## Naval Support Activity (NSA) Bethesda

Commanding Officer: Capt. David A. Bitonti  
Public Affairs Officer: Ronald D. Inman  
Public Affairs Office: 301-295-1803

### Journal Staff

Managing Editor MC2 Brandon Williams-Church  
WRNMMC Editor Bernard Little

Staff Writers MC1 Christopher Krucke  
Andrew Damstedt  
Sarah Marshall  
Katrina Skinner  
Sharon Renee Taylor

NSA Bethesda  
Fleet And Family Support Center 301-319-4087  
Walter Reed National Military Medical Center  
Office of Media Relations 301-295-5727  
NSAB Emergency Information Line 301-295-6246

## Bethesda Notebook

### TBI Educational Forum

A Traumatic Brain Injury Educational Forum: Best Practices and Current Research, is planned for Monday, 1 to 3 p.m. in Clark Auditorium at Walter Reed Bethesda. The event kicks off Brain Injury Awareness Month. To register, or for more information about the event, visit the site <https://dvbic.dcoe.mil/webinar/2015/traumatic-brain-injury-educational-forum-best-practices-and-current-research>.

### Employer Network Event

An Employer Network Event is held monthly on the last Thursday from 11 a.m. to 1 p.m. in Bldg. 11 (lower level), Rm. 16. Attendees will be able to meet with industry representatives, develop professional connections and explore employment opportunities at the event, open to all active duty, family members, veterans, reservists, non-medical attendees, contractors and civilians. No registration is required. For more information, contact Fleet and Family Support Center at 301-319-4087 or email [FFSC@med.navy.mil](mailto:FFSC@med.navy.mil).

### Navy Medical Corps Ball

The 144th Navy Medical Corps Ball is scheduled for March 14 from 6 to 11 p.m. at the Mayflower Renaissance Hotel in Washington, D.C. Guest speaker will be Dr. Jonathan Woodson, assistant secretary of defense for health affairs. For more information, contact Kimberly Fagen at [Kimberly.e.fagen.mil@mail.mil](mailto:Kimberly.e.fagen.mil@mail.mil), or visit <https://sites.google.com/site/medicalcorpsball/home>.

# NSAB Religious Ministry Department Supports, Serves Needs of NSAB Community

**By Ron Inman  
NSAB Public Affairs**

The mission of Naval Support Activity Bethesda (NSAB) is to provide an environment that enables patients to heal, staff to thrive, and guests to feel at home.

Essential to this effort is the base's Religious Ministry Department (RMD). Comprised of one military chaplain and two religious program specialists, this small department is making a big impact aboard NSAB.

"NSAB Religious Ministry Department's purpose is to support the free exercise of religion in the diverse and pluralistic joint military medical environment," explained NSAB's Command Chaplain, Navy Lt. Christilene Whalen.

NSAB's newest chaplain brings a wealth of military and civilian ministry experience to the command. Chaplain Whalen was ordained in the African Methodist Episcopal (AME) Church in 1993, earned a Master of Divinity from Harvard University in 1999, and served as a senior pastor in various AME churches in California from 1994-2008. It was while serving the congregation in Oceanside, Calif., that Chaplain Whalen said she felt a calling to serve her country. Further, she explained how seeing the body bags of service members killed during the war was a somber reminder of the sacrifices being made, and she felt



Photo by Andrew Damstedt

**Naval Support Activity Bethesda Command Chaplain Lt. Christilene Whalen, left, discusses ways to improve a project with her Religious Ministry team, Religious Program Specialist (RP) Seaman Mauricio Melo, center, and RP2 John Leitzinger.**

compelled to do her part to contribute.

Chaplain Whalen was commissioned in the U.S. Navy Chaplain Corps in July 2008, and first served as the Protestant Chaplain, and then as the Command Chaplain for Naval Air Station, Patuxent River. Next, she reported to Carrier Air Wing EIGHT, based out of Naval Air Station Oceana, Va., and served as the Wing Chaplain, including a nine-month deployment aboard USS George H.W.

Bush (CVN 77). Whalen recently reported to NSAB in October 2014. "The Lord has given me a lot of experience that I believe can make a difference in the lives of our Sailors and their families," she stated.

The chaplain said that NSAB's RMD officially stood up in the fall of 2011, and is a work in progress.

"As we move from an idea to reality, we have established a clearer vision

with specific goals, so that we can function as an effective department. The NSAB RMD vision is to create 'A Chapel Without Walls,'" she continued. "The immediate goal is to define our area of responsibility for NSAB's military and civilian personnel, so that we may provide expert and effective ministry and pastoral care, 24/7."

According to Chaplain Whalen, NSAB's RMD provides a myriad of services to NSAB military and civilian personnel. These services range from confidential individual counseling, pre-marital and marital counseling, inspirational bible studies, military ceremonies and holiday worship services (such as Ash Wednesday and Good Friday) to community relations projects (both on and off the base) and organic and spiritual resiliency workshops which include anger management, suicide prevention, domestic violence, and more.

Naval District Washington's Force/Regional Chaplain, Navy Capt. Mark G. Steiner, stressed the importance of a comprehensive command Religious Ministry program.

"At our respective levels of pastoral leadership, we operate as a team to support directly and indirectly the religious needs of our service members, their families and authorized members," Chaplain Steiner explained.

"I believe [the U.S. Navy's] OP-

See MINISTRY page 7

# Commitment to Serve Others Guides New USU Nursing School Dean

**By Andrew Damstedt  
NSAB Public Affairs  
staff writer**

Nursing isn't about all the titles the new dean of the Daniel K. Inouye Graduate School of Nursing at the Uniformed University of the Health Sciences has had during her career. And the retired rear admiral has had a lot of them – including U.S. Public Health Service Nursing Chief Officer and acting Deputy Surgeon General of the United States.

Instead, Dr. Carol Romano said she got into the nursing profession because of her commitment to serve others.

"I chose nursing as a profession to have skills to better take care of myself and my family and also because nursing offers so many opportunities and career options in clinical practice, education, administration and policy," Romano said. "There are just so many opportunities for growth and ways to care for and to serve patients, families and populations."

In January, Romano became the fourth dean for the university's nursing graduate school, which was established by Congress in 1993. She succeeds Dr. Ada Sue Hinshaw, who retired in August 2014.

Dr. Romano's service as associate dean in the Graduate School of Nursing following her retirement from the Public Health Service involved her in



Photo by Andrew Damstedt

**Dr. Carol Romano became the fourth dean of the Daniel K. Inouye Graduate School of Nursing in January. Romano previously worked as the school's associate dean for academic affairs.**

core missions of the entire university and gave her a keen understanding of the importance of our partnership with Walter Reed-Bethesda and other military treatment facilities (MTFs)," said USU Pres. Charles L. Rice. "She is very supportive of not only her faculty, but the nursing staff in the MTFs and her ability to work with other schools and programs of the university, as well as MTFs and nursing leadership is unparalleled."

Romano said she applied for the dean position because she feels strongly about the school's mission to produce

the best, highest qualified advance practice nurse clinicians, scholars and scientists to serve in the federal health system.

"My whole career has been in public service and to be able to work at a university that's actually creating the future generation of military and federal leaders and nurses is just a very powerful kind of work to do," Romano said.

She plans to build on the work of the previous deans, but also has goals of her own, such as increasing inter-professional collaboration and creating more military and federal health care partnerships.

"The ultimate goal is how we can improve the health and health care of the populations we serve and the systems that serve them," Romano said. "We have to prepare people to do that."

She worked at the National Institutes of Health (NIH) for 34 years in various roles – including associate investigator, clinical research nurse, educator and senior advisor for clinical research informatics, among others. Her roles at NIH prepared her for her career in education because she worked in an academic research environment, she said.

She wants to glean from her experiences ways she can better improve the nursing school programs or create new ones and she especially wants to focus on the leadership development of students and faculty.

Romano helped pioneer nursing in-

formatics. In 1976, she helped design and implement one of the first computerized medical information systems that included a nursing component. She got involved in that specialty because the NIH hospital wanted to incorporate nursing into an electronic health record, becoming one of the first hospitals to do so, she said. Before, most electronic records were used for billing and administrative purpose in the health care field. Whereas the electronic record system she helped design focused more on the clinical mission.

"In my informatics role I looked for nurses and nurse leaders to participate in the process of introducing and using information technology for clinical care," she said, "I found that nurse leaders and clinical specialists were not receiving education about this new technology, let alone skills to lead the implementation or development of it. So I could not hire health professionals to help without having to train them."

So Romano reached out to academia to create a course to train nurses to use these new electronic records. She helped establish the first graduate curriculum in nursing informatics at the University of Maryland. Electronic records that incorporate nursing informatics are important because nurses document, process and integrate information from multiple sources on a daily basis, in-

See NURSING page 6

# 'I am the Patient Experience'

**By Bernard S. Little**  
**WRNMMC Public Affairs staff writer**

"I am the Patient Experience," said members of the Walter Reed National Military Medical Center (WRNMMC) community in response to Command Master Chief Tyrone Willis' question, "Who are we?"

Willis posed the question to staff during town hall meetings at the medical center on Feb. 10. The meetings focused on enhancing the patient experience at the nation's flagship military medical center, marking the second phase of the roll out of the Walter Reed Bethesda's new Strategic Plan and icon.

"The reason we are

here is for the patient experience," said WRNMMC Chief of Staff Navy Capt. Sarah Martin. "Our patients are our one priority, and [we're here to provide] that extraordinary patient experience [to them]," she continued.

WRNMMC Director Brig. Gen. (Dr.) Jeffrey B. Clark added, "An extraordinary patient experience for every patient, every time has two elements: timely, patient-friendly access to high quality health care, and compassion."

Throughout the Military Health System (MHS), there's a concern with access, Clark said. He explained this was a finding of the Secretary of Defense-directed MHS review last year.

"Our patients made

it very clear [our] care is great, [but] access is not, Clark said.

Focused on improving access and the patient experience, Clark challenged WRNMMC staff to put the patient in the center. "Too often we approach health care from our perspective, not from the perspective of our patients."

He added WRNMMC's number of outpatient encounters has remained unchanged over the past several years, and its inpatient census has decreased by 10 percent during the past two years, remaining on a downward trend.

"The bottom line is workload, patient volume and the Case Mix Index justify resources — our people and funding," Clark explained.

In addition, he said workload, patient volume and the Case Mix Index must support the medical center's pillars of Readiness, Education, Quality and Research.

"We must remain the flagship of our MHS, not just another medical center," the general added.

Navy Capt. David Larson, director for clinical support and champion for the WRNMMC One Priority initiative, said it's going to take everyone working together so every patient, every time, has an extraordinary patient experience.

Based on inpatient census data from the Tricare Inpatient Satisfaction Survey, Larson explained WRNMMC overall hospital rating exceeded the

national benchmark. In addition, the medical center also exceeded the national benchmarks in the inpatient satisfaction survey for nurse communication, doctor communication, staff responsiveness, discharge information, hospital cleanliness, and quietness of the hospital. He added WRNMMC still has work to do in all areas though to reach its goal of achieving 95 percent in all areas.

Based on outpatient census data from the Tricare Outpatient Satisfaction Survey, Larson explained WRNMMC fell below the national benchmarks in the areas of access to care; doctor communication; office staff; timely routine appointments; and providing laboratory/radiology

results to beneficiaries. He added WRNMMC's goal is also to improve to achieve a 95 percent or better in all areas for outpatient satisfaction.

Dr. Lina Kubli, chair of the Patient and Family-Centered Care Committee, said, "We're here because we care about our patients, their family members, and at the end of the day, we really want to feel like we're valued."

To that extent, she explained the PFCC is working to implement policies and procedures valuing patients and their families as partners in the delivery of their care. She said this will include patients and family members serving on hospital advisory committees, and as participants in focus groups and surveys. Also, staff training in effective communication between providers and patients is planned, she added. For more information about the PFCC Committee or to work with the group, contact Kubli at lina.r.kubli.civ@health.mil or at 301-400-1465.

Lt. Cmdr. Rachelle McPherson, of WRNMMC Patient Experience Team, explained that group's effort is geared towards creating the "conditions to meet timely, patient-friendly access to high quality health care" for beneficiaries.

The lieutenant commander explained WRNMMC "blue coats" and front desk personnel help create the first impression people have of the hospital, so there is ongoing training for those professionals. In addition, efforts are under way to upgrade hospital signage and maps to be patient-friendly for beneficiaries and visitors.

Army Master Sgt. Staci Harrison, a member of the Patient Experience Team, said the group is also exploring ways to make the appointment system work better for beneficiaries. "We should never, ever

## PHYSICIAN ASSISTANT

**The Henry M. Jackson Foundation for the Advancement of Military Medicine Inc. (HJF)** is seeking a Physician Assistant to support the Ctr. for Prostate Disease Res. (CPDR) at the Walter Reed Nat Mil Med Center (WRNMMC) in Bethesda, Maryland. Incumbent provides patient care in a clinical setting under the direction of a licensed physician. Care includes complex and standardized procedures along with performing administrative duties within the project. HJF provides scientific, technical and programmatic support services to CPDR.

### Responsibilities:

1. Assists licensed physicians in providing patient care including: screening, evaluating and monitoring patients.
2. Performs physical examinations and screenings on participating patients and maintains records of results.
3. Develops and maintains databases on the research.
4. Provides emergency care and sees patients on an as needed basis.
5. Provides counseling to patients on treatments.
6. Coordinates continuing education functions and departmental events.
7. Participates on committees and in special projects as needed.

**Required Knowledge, Skills, and Abilities:** Thorough knowledge of health care and patient care; excellent communication and interpersonal skills; ability to maintain accurate and complete files on patients; ability to perform complex patient care procedures

**Minimum Education/Training Requirements:** Bachelor's degree in health care science

**Minimum Experience:** 2 to 4 years' experience as a Physician's Assistant

**Physical Capabilities:** Requires long periods of standing; may require lifting and bending to assist patients

**Required Licenses, Certification or Registration:** Certification as a Physician's Assistant issued by the National Commission on Certification of Physician's Assistants  
 Work Environment: Clinical or hospital environment

**Please apply on-line at [careers.hjf.org](http://careers.hjf.org) click "Advanced Search" and enter job number 209544 in the Job Opening ID box.**

HJF is an equal opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status or other status protected by law.

# Archbishop Officiates Ash Wednesday Mass at WRNMMC



Photo by Sharon Renee Taylor

**Rev. Timothy P. Broglio, Archbishop for the Military Services, places a cross from ashes of palm branches blessed from last year's Palm Sunday, on the forehead of Lt. Col. Matthew St. Laurent during an Ash Wednesday service at Walter Reed Bethesda on Feb. 18.**

By Sharon Renee Taylor  
WRNMMC Public Affairs staff writer

Walter Reed National Military Medical Center staffers and patients observed Ash Wednesday, the first day of Lent, with four services at the medical center on Feb. 18.

Rev. Timothy P. Broglio, Archbishop for the Military Services, served as celebrant for the noon Catholic Mass held in Memorial Auditorium. Nearly 300 people attended the service.

Ash Wednesday marks the beginning of a 40-day preparation leading to Easter Sunday. The 40-day period

is consistent with the time Jesus spent in the desert tempted by Satan, leading up to his death. This year, Easter Sunday falls on April 5, celebrating the resurrection of Jesus Christ on the third day after his crucifixion at Calvary.

"Lent is always a time of intense prayer," Broglio said. Some observers fast during this time of repentance. "Repentance is not looking backward but forward, with hope," he said.

The Archbishop for the Military Services, based in Washington, D.C., ensures the spiritual wellbeing of more than 1.5 million military personnel and their families stationed through-

out the world. He described the Lenten Season as a time "to battle and draw closer to Jesus Christ."

Broglio said during this time, God grants us, "grace to recognize what we are and what we will become." He said the observance begins with ashes to remind us of our origins.

Made from the ashes of palm branches blessed

on the previous year's Palm Sunday, Broglio and Walter Reed Bethesda chaplains placed them on the forehead of those in attendance, in the shape of a cross.

"May these ashes be an outward sign of our mortality and penitence," Navy Chaplain (Capt.) Christilene Whalen told those who attended the Protestant observance in the

chapel of the medical center. Navy Chaplain (Lt. Cmdr.) Pratik Ray joined the celebrant, for the 11 a.m. service with the distribution of ashes.

In addition, two more Ash Wednesday services were held for Walter Reed Bethesda staff and patients: An early morning mass in the chapel with celebrant Navy Chaplain (Capt.) Sal Aguilera, chief, pastoral

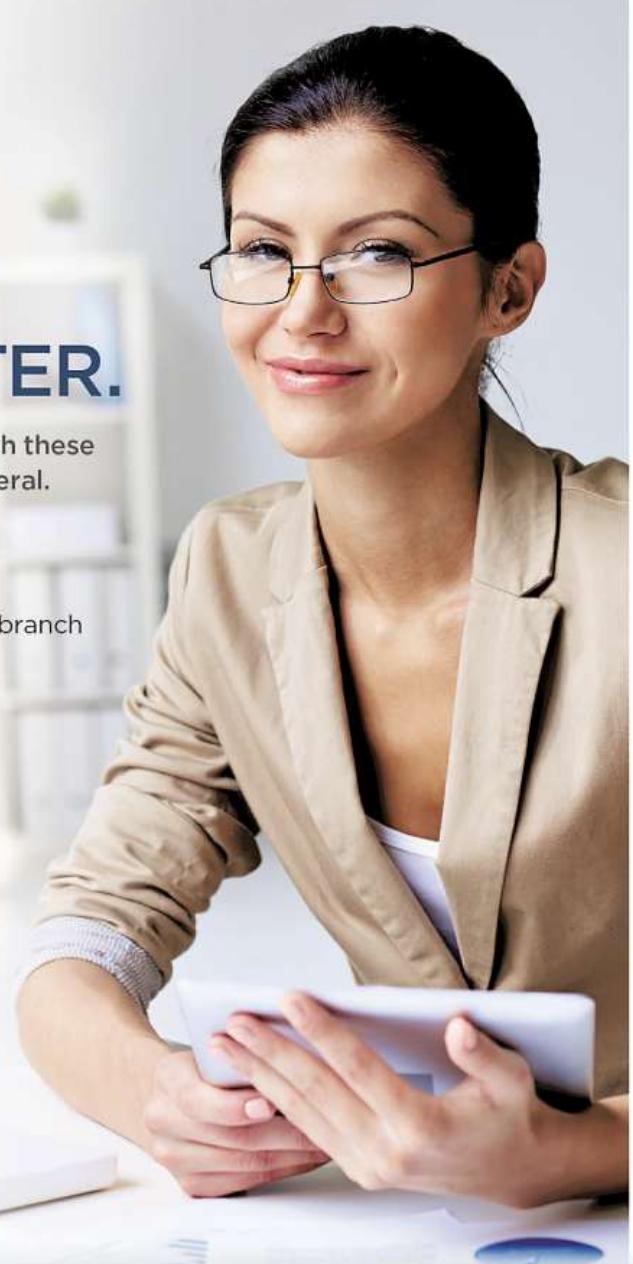
care, and an afternoon mass held in Tranquility Hall for the Warrior Transition Brigade (WTB). Army Chaplain (Lt. Col.) Frank O'Grady served as celebrant for the 4 p.m. WTB observance. Whalen distributed ashes at the USO Building at Naval Support Activity Bethesda for service members there.

## SAVE TIME. BANK SMARTER.

Simplify and gain more free time with these time-saving features from Navy Federal.

- > Free Mobile Banking\* and Bill Pay
- > Convenient online statements
- > Debit cards made on the spot in any branch

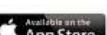
**Get STARTED >>**  
WITH NAVY FEDERAL



**NAVY  
FEDERAL®  
Credit Union**

For more information, visit [navyfederal.org/getstarted](http://navyfederal.org/getstarted), call 1-888-842-6328 or stop by a local branch.

Federally insured by NCUA. \*Message and data rates may apply. Visit [navyfederal.org](http://navyfederal.org) for more information. App Store™ is a service mark of Apple, Inc. Android™ is a trademark of Google, Inc. Amazon, Kindle, Kindle Fire, the Amazon Kindle logo and the Kindle Fire logo are trademarks of Amazon.com, Inc. or its affiliates. © 2015 Navy Federal NCU 13198 (1-15).



## RN - Regional Quality Manager

### Responsibilities Include:

Demonstrate a total understanding of the Defense Health Agency's (DHAs) contractual requirements with regard to service delivery and quality. Manage the quality management program. The program will utilize data, feedback, audits and other sources of information to drive and hardwire improvement in service delivery, clinical outcomes and staff and client satisfaction. Provide oversight and advice as required in the development of the Quality Improvement Projects and Clinical Patient Studies. Ensure that quality and training activities provide the feedback and information necessary to ensure a continuous quality-improvement-training-evaluation cycle.

For requirement details and to apply to go:  
<http://www.dcmilitary.com/section/dcmilitaryCareers>

# We've got you covered for Memory Care, Senior Living, Nursing & Rehabilitation

HCR ManorCare offers a unique range of care in the Washington D.C. area under the Heartland, ManorCare, Springhouse and Arden Courts names. By pooling our resources and expertise, we are able to provide carefully coordinated, individualized care options that maximize health, comfort, independence and dignity for our patients, residents and their families.



ManorCare's skilled nursing and rehabilitation centers offer post-acute services for those recovering from life-changing events such as illness, injury, surgery or multiple health issues — and need additional care before transitioning from hospital to home. Locations in:

**Adelphi • Bethesda • Chevy Chase • Hyattsville • Largo  
Potomac • Silver Spring • Wheaton**  
**800.736.4427**



Provided at home, within an assisted living or skilled nursing center our hospice program includes comfort care, pain management and education for the patient and family, as well as psychosocial and spiritual support.

Baltimore 410.719.8670



Arden Courts were researched, designed and developed for persons living with Alzheimer's disease and other related dementias. We know, we understand, and we can help, because memory care is all we do.<sup>SM</sup> Memory care communities:

**Annandale • Fair Oaks • Kensington • Potomac • Silver Spring**  
**888.478.2410**



Our senior living residences provide a sensible mix of security, socialization and health care when needed. A gracious home with the support seniors need to lead full and independent lives can be found in:

**Bethesda • Silver Spring • Westwood**  
**888.478.2410**

**HCR ManorCare**

Heartland • ManorCare • Arden Courts • Springhouse

## NURSING

Continued from pg. 3

cluding medical orders or test results; and electronic health records help to get the right information to the right person at the right time, she said.

"For example, if someone is ordering a blood product or a drug on an electronic system, one also needs to know the indications for the drug or if the patient is allergic to the medication," she said. "One can design technology to remind clinicians, as they are processing information, of certain safety precautions that affect their decision making. Electronic health records allow us to interject patient safety reminders or clinical guidelines into the information flow to enhance quality of care."

During her time with the Public Health Service, Romano worked to coordinate civilian and health professional volunteers with the relief efforts after several hurricanes damaged much of

the Southeast United States in 2004. She worked on similar efforts after Hurricane Katrina in 2005. From those experiences, she said she learned the value of having pre-trained organized teams for emergency disaster responses defined ahead of a disaster, and the importance of public health leadership in natural disasters.

Outside of work, Romano spends time with her family consisting of her husband, two children and five grandchildren. She also sings in her church choir, volunteers as a parish nurse for health screening, and works with the Commissioned Officers Foundation for the U.S. Public Health Service.

Romano said she is excited about working with the faculty and students at the nursing school and with those in the military health system because her new position isn't a "solo act"; it's about bringing the talent, knowledge and skills of multiple people together to help maximize their capacity to contribute to the school's mission to prepare the next generation of nursing leaders.

## PLAN

Continued from pg. 4

have to have a patient call back for an appointment," she said.

"Change can be challenging, but we all need to embrace our new way for-

ward," added Sara Berschet, another member of the Patient Experience Team.

"We're going to want to hear from you and your ideas about how we can change to improve," Berschet said.

The next Walter Reed Bethesda town hall meetings are March 10 at 7 a.m., noon and 3:30 p.m. in Memorial Auditorium.



ILLUMINATING INSIGHTS,  
SPIRITED CONVERSATIONS  
AND STIMULATING IDEAS

At the Weinberg Center  
for the Arts

**GENERAL STANLEY  
McCHRYSSTAL**

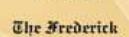
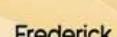
Former commander of  
U.S. and international  
forces in Afghanistan

March 11 | 7:30 pm  
\$25 • \$30 • \$35



Tickets for meet-and-greet reception following the discussion are also available for an additional \$75. Reception proceeds benefit Frederick County Public Libraries.

THIS SEASON IS POSSIBLE DUE TO THE  
GENEROUS SPONSORSHIP BY ▶



# MINISTRY

Continued from pg. 3

NAV Instruction 1730.1E captures the spirit of the free exercise of religion with these words: 'Religious ministry in the Navy provides for the free exercise of religion; attends to the sacred, spiritual, and moral aspects of life; and serves to enhance the resilience of Service members, civilians and their families, who form the foundation of the Navy's readiness. Religious ministry is entrusted to Navy chaplains and delivered under the authority of commanders and commanding officers."

Two energetic and dynamic Navy religious programs specialists (RPs), RP2 John Leitzinger and RPSN Mauricio Melo, assist Chaplain Whalen in ministering to the command and meeting its spiritual needs.

Leitzinger, 26, is a native of Cincinnati, Ohio. He says he joined the Navy in 2012 because "I realized I needed something else to become the person my family needed me to be, and I thought the Navy would help me get to that point. I was right."

He has just over three years in the Navy, and when asked why he chose to become an RP, he replied, "I wanted a chance to help people. I have a lot of respect for the work that chaplains do,

and I wanted to be a part of something different but noteworthy."

Also noteworthy, is the fact that Leitzinger has earned his bachelor's degree in data analysis, and a master's degree in business.

His favorite aspect of being an RP? The people.

"From the Sailors to the civilians, I like to believe we make everyone's day a little better and a little easier to get through. Everyone is the main character in their own story, and you can tell they enjoy it when someone treats them like that."

RPSN Mauricio Melo, 29, is a native of Cali, Colombia. After moving to the U.S. 13 years ago, he worked as a driver for a catering company, driving up and down the east coast. For this reason, and because he enjoys being behind the wheel, he'll tell you that he's "born to drive." He reported to NSAB, his first assignment, in October 2014 after graduating RP "A" school as the honor graduate, first in his class.

He joined the Navy to finish his education and has plans to make it his career, while completing his bachelor's degree in homeland security and emergency management. He said he'd like to continue working for the government in that capacity after he retires from the Navy.

Melo said he joined the Navy late in life, "But I feel that I'm mature enough and know what I'm getting into."

When asked what he likes about working as a member of the Religious Ministry team, he says, "Dealing with people, basically trying to help them out and take care of them."

Chaplain Whalen explained that NSAB RMD's area of responsibility is the only thing that distinguishes it from other military chaplains and religious specialists who serve Walter Reed National Military Medical Center and the Uniform Services University of the Health Sciences.

"Otherwise, all military chaplains and religious specialists are here to care for you, no matter who you are; we are the same," she emphasized. "However, NSAB RMD primarily provides ministry and support to our tenant activities, outside of the hospital and university. That is, we are the spiritual component of the NSAB team that supports our partners in healing, wellness, research and education."

There are some important details that NSAB's RMD team would like those in need of their support or services to know.

Speaking with Chaplain Whalen does not require approval from your chain of command. If you feel like you need to speak with the NSAB Chaplain, please feel free to call her directly at (301) 319-5058. Weekends or after hours, call (301) 538-2843.

"As your chaplain, you matter to me," Chaplain Whalen emphasized.

"What happens to you or your families, matters to me. When you confide in me and/or any other chaplain, your personal conversations are protected. You are safe with me."

For any other assistance, please contact RP2 Leitzinger at (301) 319-4706 or RPSN Melo at (301) 319-5058. Weekends or after hours, call (301) 538-2843.

Since December 2014, NSAB's RMD has been actively involved in the community both on and off the installation. It participated in a winter coat drive with the U.S. Army Troop Command-North's Sexual Harassment/Assault Response and Prevention (SHARP) organization which collected more than 400 coats and other garments, then donated them to various churches and charities off-base. RMD started the "A Taste of Cocoa" program in which the RMD team visits various gates and offices to provide "a little warmth and pastoral care," and also formed the NSAB Command Events Planning Committee to organize special command functions to boost morale and esprit de corps among its tenant commands, including the Navy Exchange, MWR, the Naval District Washington Fire Department, and many others.

NSAB's RMD is in need of volunteers to support these and other future programs. To volunteer to support these efforts, call (301) 319-5058.



## BMW OF SILVER SPRING IS PROUD TO BE A PREFERRED DEALER FOR USAA MEMBERS

Make your best deal and then receive an additional Domestic Military Program Discount up to \$2,000 on select new BMWs

Visit BMW of Silver Spring for Details

### BMW of Silver Spring

3211 Automobile Blvd., Silver Spring, Md. 20904  
Sales Direct: 1.866.303.2101

\* Up to \$2,000 discount vary by model. 2014 & 2015 new BMW models only. Contact new car sales department for details



## Professional Services

Call 301-670-7106

Clinical Research

Clinical Research



## Volunteers needed

Compensation paid to healthy female and male volunteers for donations of bone marrow for research efforts in such areas as cancer and other serious illnesses.

- Ages 18 to 45
- In good health
- Not engaged in high risk behaviors

Confidential interview and screening provided at our convenient Rockville MD office.

Donations occur at our Bethesda and Germantown, MD offices by board certified physicians. Both locations are accessible by MetroRail and Metro Ride-On.

FINANCIAL COMPENSATION PROVIDED

AD-Bone Marrow 12/08

For more information, or to schedule an appointment:  
Toll free: (888) 926-9211  
Email: donorinfo@lonza.com

**lonza**

demilitaryed.com



Mercedes-Benz

DELIVERING LUXURY TO OUR TROOPS AND VETERANS.



2014 Mercedes-Benz CLA-Class  
Starting at \$29,900



2014 Mercedes-Benz ML 350 Sport Utility

**EuroMotorcars**  
BETHESDA

EuroMotorcars Bethesda

Randy Merry and Jim Pratt, New Car Sales Managers  
Gregg Eisenberg and Kenny Griffin, Pre-Owned Sales Managers

888.250.2987

EuroBethesda.com  
7020 Arlington Road, Bethesda, MD 20814

\*See dealer for complete details. Photos  
used for advertising purposes only.

1050575

dcmilitary.com  
**Careers**

**Have Security Clearance and  
Looking for a Job?**

Log on to [careers.dcmilitary.com](http://careers.dcmilitary.com) to:



- Create a free account and begin your job search
- Upload your resume so companies searching our database can find you
- Review company profiles to learn about those hiring